

WHAT IS CLAIMED IS:

1. A repair order receiving and sending system using customer's unnecessary assets operated on a repairer server, in which the repairer server, a repair requester terminal used by a repair requester, and a component providing candidate terminal used by a component providing candidate are connected to each other on a network, the repairer server comprising:
- a component information database storing components and products using the components so that they correspond to each other;
 - an owner information database storing customers owning the products as potential component providers;
 - a repair request information receiving part for receiving repair request information at least containing failure information on a product to be repaired and a desired repair fee, transmitted from the repair requester terminal;
 - a repair component specifying part for specifying a repair component based on the failure information;
 - a component providing candidate selecting part for searching the component information database and the owner information database based on the specified repair component, thereby selecting one or a plurality of customers owning one or a plurality of products including the repair component as the component providing candidate;
 - a reference purchase price input part for repairer's inputting a reference purchase price based on the desired repair fee;
 - a purchase component information notifying part for notifying the selected component providing candidate of purchase component information at least containing information for specifying a component desired to be purchased and the reference purchase price of the component desired to be purchased;
 - a selling component information receiving part for receiving selling component information containing a desired selling price of the repair component from the component providing candidate;

a component provider selecting part for selecting a component provider from the component providing candidate based on the selling component information;

5 a repair fee input part for inputting a repair fee presented to the repair requester; and

a repair information sending part for sending repair information at least containing the repair fee to the repair requester terminal.

2. A repair order receiving and sending system using customer's unnecessary assets according to claim 1, wherein the selling component information receiving part receives the selling component information together with information for determining a residual value of the repair component,

15 the repairer server further comprises an evaluation value calculating part for calculating an evaluation value, which is an index for evaluating a residual value of the repair component on the component providing candidate basis, based on the desired selling price and the information for determining a residual value of the repair component, and

20 the component provider selecting part selects the component providing candidate that provides the repair component with the highest evaluation value as a component provider.

3. A repair order receiving and sending system using customer's unnecessary assets according to claim 1, wherein the repairer server further includes an order sending information receiving part for receiving a notice of order
25 sending information from the repair requester terminal, and a selling request notifying part for notifying the component provider that the product or the repair component is purchased at the desired selling price, based on the order sending information.

30 4. A repair order receiving and sending system using customer's unnecessary assets operated on a provider server provided by a provider, in which the provider server is connected to a repairer terminal used by a repairer and a

repair requester terminal used by a repair requester on a network, the provider server comprising:

a repairer database storing the repairers and products that can be repaired by the repairers so that they correspond to each other;

5 a repair request information receiving part for receiving repair request information at least containing information for specifying a product to be repaired and a desired repair fee, transmitted from the repair requester terminal;

10 a candidate repairer extracting part for searching the repairer database based on the information for specifying the product to be repaired, and extracting one or a plurality of candidate repairers that can repair the product;

15 a repair request information notifying part for notifying the repairer terminal used by the candidate repairer of repair request information from the repair requester;

a repairer selecting part for selecting the candidate repairer with the lowest repair fee as a repairer, among the entire input repair information; and

20 an order notifying part for notifying the repair requester terminal of the repair information and order receiving, and an order sending notifying part for notifying the repairer terminal of order sending.

5. A repair order receiving and sending system using customer's unnecessary assets according to claim 4, comprising a repair information notifying part for notifying the repair requester terminal of all the repair information sent from the repairer,

25 wherein the repairer selecting part selects a repairer selected by the repair requester based on the repair information for sending an order, and sent from the repair requester terminal, and

30 the order notifying part notifies the repairer terminal used by the selected repairer of the order.

6. A repair order receiving and sending system using customer's unnecessary

assets according to claim 5, comprising an order receiving part for receiving confirmation of order receiving from the repairer terminal that receives the order, and an order notifying part for notifying the repair requester that the order receiving is established.

5

7. A method for receiving and sending a repair order using customer's unnecessary assets in a network environment in which a repairer server, a repair requester terminal used by a repair requester, and a component providing candidate terminal used by a component providing candidate are connected to each other on a network, the repairer server comprising:

10

receiving repair request information at least containing failure information on a product to be repaired and a desired repair fee, transmitted from the repair requester terminal;

specifying a repair component based on the failure information;

15

searching the component information database storing components and products using the components so that they correspond to each other and the owner information database storing customers owning the products as potential component providers, based on the specified repair component, thereby selecting one or a plurality of customers owning one or a plurality of products including the repair component as the component providing candidate;

20

inputting a reference purchase price based on the desired repair fee;

notifying the selected component providing candidate of purchase component information at least containing information for specifying a component desired to be purchased and the reference purchase price of the component desired to be purchased;

25

receiving selling component information containing a desired selling price of the repair component from the component providing candidate;

selecting a component provider from the component providing

30

candidate based on the selling component information;

inputting a repair fee presented to the repair requester; and

sending repair information at least containing the repair fee to the

repair requester terminal.

8. A method for receiving and sending a repair order using customer's unnecessary assets in a network environment in which a provider server provided by a provider is connected to a repairer terminal used by a repairer and a repair requester terminal used by a repair requester on a network, the provider server comprising:

receiving repair request information at least containing information for specifying a product to be repaired and a desired repair fee, transmitted from the repair requester terminal;

searching a repairer database storing the repairers and products that can be repaired by the repairers so that they correspond to each other, based on the information for specifying a product to be repaired, and extracting one or a plurality of candidate repairers that can repair the product;

notifying the repairer terminal used by the candidate repairer of repair request information from the repair requester;

selecting the candidate repairer with the lowest repair fee as a repairer, among the entire input repair information; and

notifying the repair requester terminal of the repair information and order receiving, and notifying the repairer terminal of order sending.

9. A recording medium storing a computer-executable program for realizing a method for receiving and sending a repair order using customer's unnecessary assets in a network environment in which a repairer server, a repair requester terminal used by a repair requester, and a component providing candidate terminal used by a component providing candidate are connected to each other on a network, the repairer server comprising:

receiving repair request information at least containing failure information on a product to be repaired and a desired repair fee, transmitted from the repair requester terminal;

specifying a repair component based on the failure information;

searching the component information database storing components

- and products using the components so that they correspond to each other and the owner information database storing customers owning the products as potential component providers, based on the specified repair component, thereby selecting one or a plurality of customers owning one or a plurality of products including the repair component as the component providing candidate;
- inputting a reference purchase price based on the desired repair fee;
- notifying the selected component providing candidate of purchase component information at least containing information for specifying a component desired to be purchased and the reference purchase price of the component desired to be purchased;
- receiving selling component information containing a desired selling price of the repair component from the component providing candidate;
- selecting a component provider from the component providing candidate based on the selling component information;
- inputting a repair fee presented to the repair requester; and
- sending repair information at least containing the repair fee to the repair requester terminal.
10. A recording medium storing a computer-executable program for realizing a method for receiving and sending a repair order using customer's unnecessary assets in a network environment in which a provider server provided by a provider is connected to a repairer terminal used by a repairer and a repair requester terminal used by a repair requester on a network, the provider server comprising:
- receiving repair request information at least containing information for specifying a product to be repaired and a desired repair fee, transmitted from the repair requester terminal;
- searching a repairer database storing the repairers and products that can be repaired by the repairers so that they correspond to each other, based on the information for specifying a product to be repaired, and extracting one or a plurality of candidate repairers that can repair the product;

notifying the repairer terminal used by the candidate repairer of repair request information from the repair requester;

selecting the candidate repairer with the lowest repair fee as a repairer, among the entire input repair information; and

5 notifying the repair requester terminal of the repair information and order receiving, and notifying the repairer terminal of order sending.

11. A repair order receiving and sending system using customer's unnecessary assets operated on a repairer server provided by a repairer, in which the
10 repairer server, a repair requester terminal used by a repair requester, and a component providing candidate terminal used by a component providing candidate are connected to each other on a network, the repairer server comprising:

a component information database storing components and products
15 using the components so that they correspond to each other; and
an owner information database storing customers owning the products as potential component providers,

wherein repair request information at least containing failure
information on a product to be repaired and a desired repair fee is sent from
20 the repair requester terminal to the repairer server,

in the repairer server, a repair component is specified based on the failure information, and the component information database and the owner information database are searched based on the specified repair component, whereby one or a plurality of customers owning one or a plurality of products
25 including the repair component is selected as the component providing candidate, a reference purchase price is input based on the desired repair fee, and the component providing candidate terminal used by the selected component providing candidate is notified of purchase component information at least containing information for specifying a product desired to be
30 purchased and the reference purchase price of the product desired to be purchased,

selling component information containing a desired selling price of the

repair component based on the purchase component information is sent from the component providing candidate terminal to the repairer server, and

- in the repairer server, a component provider is selected from the component providing candidates based on the selling component information, a repair fee presented to the repair requester is input, and repair information at least containing the repair fee is sent to the repair requester terminal.

12. A repair order receiving and sending system using customer's unnecessary assets supporting repair of a broken-down apparatus,

- wherein repair request information at least containing failure information for specifying a product or a component targeted for repair, a desired repair fee, and information on whether or not the use of a second-hand component is accepted is input to go on public on a network,

- regarding a repair component specified based on the repair request information and a product including the repair component, public buying on the network is supported,

one or a plurality of estimated repair fees including information on whether or not the use of a second-hand component is accepted with respect to the repair request information is displayed together with estimators, and

- an estimated repair fee targeted for requesting repair is selected from the one or plurality of estimated repair fees, and a repair request with respect to the estimator who presents the selected estimated repair fee is input.